Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	10 5	10 5
		Wayne Andersen	1 1	1 1
		Assigned to Individual Total	11 6	11 6
	Metro D Desktop Support	Greg Clawson	102 101	102 101
		Kevin Perry	1 1	1 1
		Rod Tucker	37 37	37 37
		Assigned to Individual Total	140 139	140 139
	Voice Operations	Britany Finlay	1 0	1 0
		Romanza Hamblin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Voice/Data/WAN Services	Greg Blessing	1 0	1 0

Alcoholic Beverage Control

			Low	FCR Total
Alcoholic Beverage Control	Voice/Data/WAN Services	**Assigned to Individual Total**	1 0	1 0
	Assigned Group Total		155 145	155 145
Customer Company Total			155 145	155 145

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents	
			Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Alcoholic Beverage Control	Application Support	Steve Durtschi	10 0	10 0
		Wayne Andersen	1 0	1 0
		Assigned to Individual Total	11 0	11 0
	Metro D Desktop Support	Greg Clawson	102 0	102 0
		Kevin Perry	1 0	1 0
		Rod Tucker	37 0	37 0
		Assigned to Individual Total	140 0	140 0
	Voice Operations	Britany Finlay	1 0	1 0
		Romanza Hamblin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Voice/Data/WAN Services	Greg Blessing	1 0	1 0

Alcoholic Beverage Control

			Low	MIR Total
Alcoholic Beverage Control	Voice/Data/WAN Services	Assigned to Individual Total	1 0	1 0
	Assigned Group Total		155 0	155 0
Customer Company Total			155 0	155 0

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	10 0.04	10 0.04
		Wayne Andersen	1 0.00	1 0.00
		Assigned to Individual Total	11 0.04	11 0.04
	Metro D Desktop Support	Greg Clawson	102 0.00	102 0.00
		Kevin Perry	1 0.00	1 0.00
		Rod Tucker	37 0.00	37 0.00
		Assigned to Individual Total	140 0.00	140 0.00
	Voice Operations	Britany Finlay	1 0.61	1 0.61
		Romanza Hamblin	2 0.33	2 0.33
		Assigned to Individual Total	3 0.42	3 0.42
	Voice/Data/WAN Services	Greg Blessing	1 0.58	1 0.58

Alcoholic Beverage Control

			Low	ATTIR Total
Alcoholic Beverage Control	Voice/Data/WAN Services	**Assigned to Individual Total**	1 0.58	1 0.58
	Assigned Group Total		155 0.02	155 0.02
Customer Company Total			155 0.02	155 0.02

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MR Total**
Alcoholic Beverage Control	Application Support	Steve Durtschi	10 0	10 0
		Wayne Andersen	1 0	1 0
		Assigned to Individual Total	11 0	11 0
	Metro D Desktop Support	Greg Clawson	102 0	102 0
		Kevin Perry	1 1	1 1
		Rod Tucker	37 0	37 0
		Assigned to Individual Total	140 1	140 1
	Voice Operations	Britany Finlay	1 0	1 0
		Romanza Hamblin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Voice/Data/WAN Services	Greg Blessing	1 0	1 0

Alcoholic Beverage Control

			Low	MR Total
Alcoholic Beverage Control	Voice/Data/WAN Services	**Assigned to Individual Total**	1 0	1 0
	Assigned Group Total		155 1	155 1
Customer Company Total			155 1	155 1

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	10 0.26	10 0.26
		Wayne Andersen	1 0.00	1 0.00
		Assigned to Individual Total	11 0.23	11 0.23
	Metro D Desktop Support	Greg Clawson	102 0.01	102 0.01
		Kevin Perry	1 26.17	1 26.17
		Rod Tucker	37 0.00	37 0.00
		Assigned to Individual Total	140 0.19	140 0.19
	Voice Operations	Britany Finlay	1 1.61	1 1.61
		Romanza Hamblin	2 0.85	2 0.85
		Assigned to Individual Total	3 1.10	3 1.10
	Voice/Data/WAN Services	Greg Blessing	1 1.06	1 1.06

Alcoholic Beverage Control

			Low	ATTR Total
Alcoholic Beverage Control	Voice/Data/WAN Services	**Assigned to Individual Total**	1 1.06	1 1.06
	Assigned Group Total		155 0.22	155 0.22
Customer Company Total			155 0.22	155 0.22

Alcoholic Beverage Control

Detail

INC000000387143	Cindy L Holmes	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000420171	David Higley	None	None	None		TIR Missed: No	TIR:	0.42
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	2.03
INC000000422505	Tony L Gann	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed		TTR Missed: Yes	TTR:	26.17
INC000000422811	Anita Knowley	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.58
Voice/Data/WAN Services	Greg Blessing	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	1.06
INC000000423740	Liquor Store 05	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000423758	Liquor Store 05	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000424412	Liquor Store 04	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000424413	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000424610	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000425058	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000425130	Liquor Store 23	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000425416	Liquor Store 24	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000425420	Liquor Store 34	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000426005	Tammy Bolte	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000426437	Liquor Store 33	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000426439	Liquor Store 15	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000426441	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000426442	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000426444	Liquor Store 29	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000426849	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000427488	Liquor Store 05	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000427507	Craig Nielsen	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000427529	Liquor Store 06	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000427759	Liquor Store 28	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428433	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428434	Liquor Store 24	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428450	Liquor Store 30	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428512	Liquor Store 11	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428806	Liquor Store 33	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428810	Liquor Store 31	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428813	Liquor Store 03	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000429054	Liquor Store 31	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000429062	Liquor Store 44	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000429068	Liquor Store 19	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429074	Liquor Store 29	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429090	Liquor Store 23	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429095	Liquor Store 15	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429096	Liquor Store 08	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429098	Liquor Store 06	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429100	Liquor Store 19	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429101	Liquor Store 03	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429105	Liquor Store 16	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429107	Liquor Store 22	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429111	Liquor Store 04	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429112	Liquor Store 17	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429114	Liquor Store 21	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429115	Liquor Store 09	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429116	Liquor Store 13	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429119	Liquor Store 38	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00
INC000000429277	Liquor Store 03	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR: 0.00

Alcoholic Beverage Control

INC	Location	Category	Type	Product		TIR Missed		TIR	
INC000000429281	Liquor Store 21	Application	Error	Triversity Point-of-Sale		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429283	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429285	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429286	Liquor Store 01	PC/Laptop	Error	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429289	Liquor Store 17	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429292	Liquor Store 30	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429294	Liquor Store 44	Application	Error	Triversity Point-of-Sale		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429300	Liquor Store 22	Application	Error	Triversity Point-of-Sale		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429301	Liquor Store 23	Application	Error	Triversity Point-of-Sale		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429305	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429310	Liquor Store 44	Application	Reporting	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429311	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000429338	Robert Southworth	Application	Error	Escalate Retail (ERP)		TIR Missed: No		TIR:	0.20
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.68
INC000000429355	Anita Knowley	Telecom	Call/Receive	Telephone		TIR Missed: No		TIR:	0.61
	Voice Operations	Britany Finlay	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	1.61
INC000000430098	Liquor Store 05	Application	Error	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000430139	Liquor Store 29	Application	None	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00
INC000000430142	Liquor Store 03	EIS Hardware	None	None		TIR Missed: No		TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		TTR:	0.00

Alcoholic Beverage Control

INC000000430144	Liquor Store 03	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000430559	Liquor Store 37	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000431348	Liquor Store 39	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000431350	Liquor Store 38	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000431353	Liquor Store 43	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000431354	Liquor Store 15	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000431697	Liquor Store 05	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000431966	Craig Nielsen	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432238	Tony L Gann	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	
INC000000432245	Liquor Store 44	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432246	Liquor Store 09	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432247	Liquor Store 05	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432250	Liquor Store 05	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432262	Liquor Store 29	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432263	Liquor Store 03	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432264	Liquor Store 19	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432407	Liquor Store 13	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000432410	Liquor Store 24	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432414	Earl F Dorius	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432415	Liquor Store 30	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432416	Liquor Store 03	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432455	Tony L Gann	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432460	Liquor Store 21	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432486	Liquor Store 06	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432542	Liquor Store 08	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432596	Liquor Store 02	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432733	Liquor Store 19	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000432885	Anita Knowley	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.52
	Voice Operations	Romanza Hamblin	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	1.07
INC000000432911	Anita Knowley	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Romanza Hamblin	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000433063	Liquor Store 21	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000433072	Liquor Store 10	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000433076	Liquor Store 17	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000433080	Liquor Store 15	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000433156	Liquor Store 44	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000433157	Liquor Store 19	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000433163	Liquor Store 09	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000433312	Liquor Store 06	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000433317	Liquor Store 08	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000434146	Liquor Store 33	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000434154	Liquor Store 43	PC/Laptop	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000434156	Liquor Store 44	PC/Laptop	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000434158	Liquor Store 14	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000434566	Liquor Store 06	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000434863	Liquor Store 45	EIS Hardware	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000435003	Liquor Store 05	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000435006	Liquor Store 03	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000435013	Liquor Store 01	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000435014	Liquor Store 19	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000435074	Tony L Gann	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000435196	Liquor Store 01	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000435201	Liquor Store 30	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control						

INC000000435204	Liquor Store 38	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435216	Liquor Store 09	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435231	Liquor Store 25	None	None	None	TIR Missed: No	TIR: 0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435234	Liquor Store 32	None	None	None	TIR Missed: No	TIR: 0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:
INC000000435245	Brian White	None	None	None	TIR Missed: No	TIR: 0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435322	Penny Hulse	None	None	None	TIR Missed: No	TIR: 0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435323	Cindy L Holmes	None	None	None	TIR Missed: No	TIR: 0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435346	Liquor Store 08	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435416	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435476	Liquor Store 02	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435531	Tony L Gann	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435549	Liquor Store 34	Application	Error	None	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435573	Liquor Store 38	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435601	Liquor Store 29	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435633	Liquor Store 14	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435634	Liquor Store 41	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435852	Cindy L Holmes	None	None	None	TIR Missed: No	TIR: 0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00

Alcoholic Beverage Control

INC000000436030	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436098	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436192	Liquor Store 31	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436195	Liquor Store 32	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436201	Liquor Store 45	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436227	Liquor Store 07	Application	Reporting	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436375	Liquor Store 19	Application	Reporting	Microsoft Windows XP Professio			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436388	Liquor Store 04	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436585	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436888	Liquor Store 24	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436895	Liquor Store 35	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436898	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000436901	Liquor Store 32	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000437003	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000437279	Liquor Store 26	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000437490	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000437494	Liquor Store 01	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000437645	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000437688	Liquor Store 08	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000437694	Liquor Store 38	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00